



# Installing iPath on Windows XP

November 2008





## Table of Contents

Pre-Requisites.....	2
Hardware.....	2
Software.....	2
Network Setup .....	2
User Rights .....	2
Installation .....	2
Single PC Setup .....	2
Installation from msi file .....	3
Configuration.....	5
Configuring for connection from your office. ....	5
Configuring for connection from Home.....	6
Logging in to iPath .....	6
Pairing with a phone .....	7
Paired Mode .....	7
Unpaired Mode .....	8
Adjusting Sound Quality.....	8
Configuring Outlook Dialing .....	9
Adding the RTSipClient telephony provider.....	9
Configuring Outlook Telephony .....	9
Notes.....	11



## Pre-Requisites

Before installing iPath on Windows 2000 Professional the following Hardware and software requirements should be met:

### Hardware

- Pentium Class processor
- At least 128MB RAM
- VGA or SVGA monitor or TFT display
- 16 bit sound card, speakers or headset with microphone (USB headsets are supported)
- Mouse and Keyboard
- 65MB Hard disk space for iPath software.

### Software

- Windows XP SP2 or higher
- DotnetFX 2.0 installed

### Network Setup

- Network connectivity via Ethernet or WiFi.
- For Office connectivity routing to the 8e1 SBC should have been arranged before installation.
- The Client will require routing to be configured (either through their Firewall settings or through route commands on each PC) :
  - To the SIP registrar address
  - Between workstations and SNOM telephones if these are on a different network range and connection to a SNOM phone is required.
- For connectivity from home ports 5060 and 50060 (outgoing UDP) need to be opened on the firewall.

### User Rights

iPath should be installed by an administrator, a poweruser, or a standard user with software installation rights.

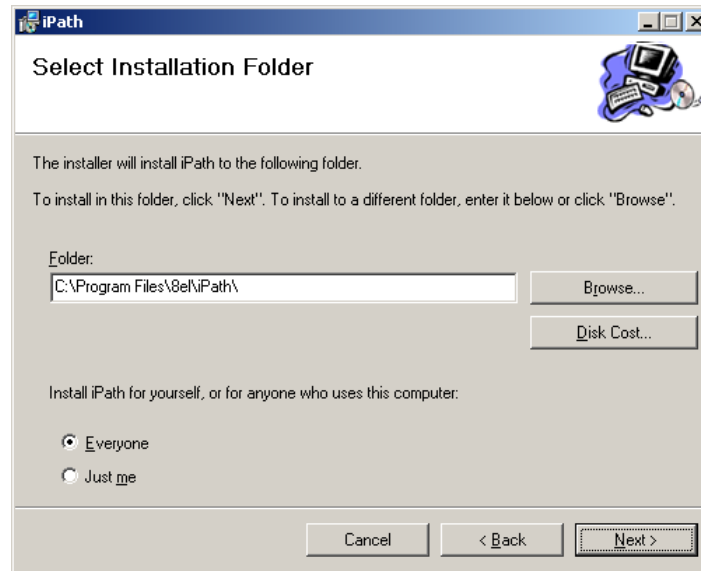
## Installation

### Single PC Setup

1. Confirm that the pre-requisites are met.
2. Download the latest iPath .MSI file.
3. Double-Click the iPath.msi file.
4. Click **Next** when the welcome screen is displayed.
5. The installation folder for iPath will be displayed (by default this is C:\Program Files\8e1\iPath).



## 8el – iPath- Windows XP installation guide

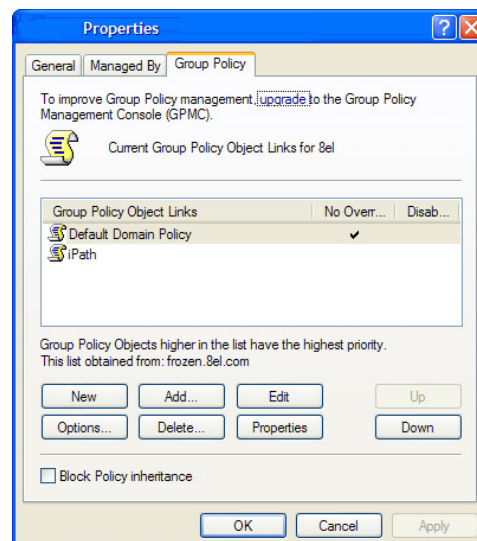


6. Click **Next** accept the installation path and continue.
7. Click **Next** to start the installation.
8. After installation the **Install Complete** screen will be shown.
9. The iPath shortcut will be shown on the desktop.

### Installation from msi file

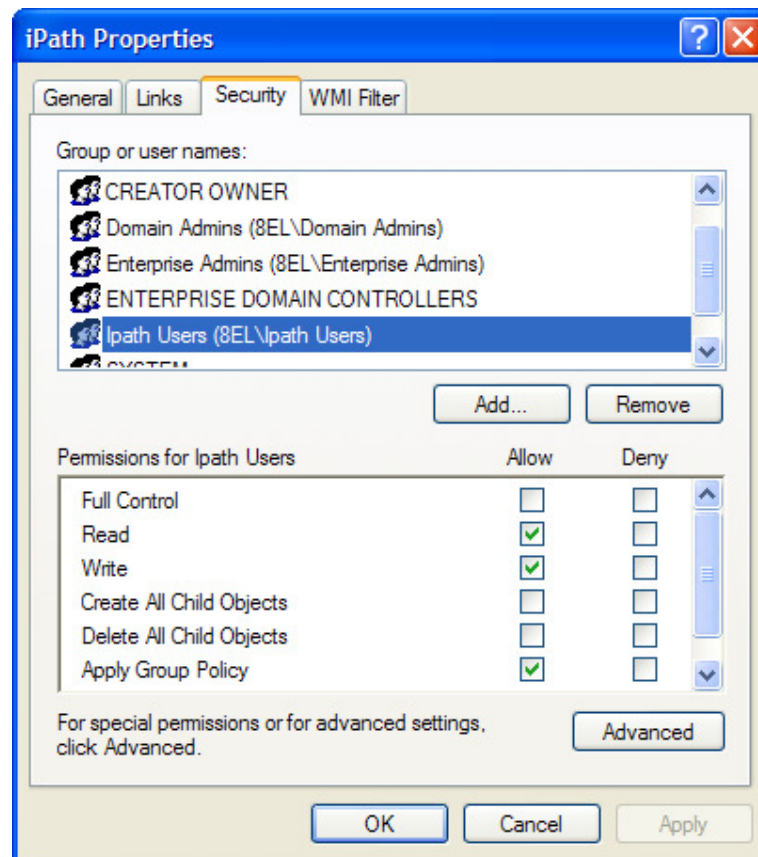
iPath can be distributed amongst network computers as using Group Policy Objects. You should ensure that .NetFX 1.1 has already been installed on the target computers or the time taken for iPath to install will be significantly increased.

1. Sign onto a Windows 2003 server or a workstation with access to Active Directory tools.
2. Create a network share which is accessible to the users or groups for whom you wish to install iPath.
3. Copy the iPath.msi file into the network share folder which you have just created.
4. Open the MMC for **Active Directory, Users and Computers**.
5. Right click on the domain for which you wish to create a group policy.
6. Click **Properties** and select the **Group Policy** tab.
7. Click **New** and give the policy a name e.g iPath install.





8. Click **Properties**.
9. Click the **Security** tab.



10. Scroll through the list of user groups on your domain, allow read, write and the **Apply Group Policy** setting for those groups to which you wish to deploy iPath.
11. Once you have selected the groups who will receive iPath click **OK**.
12. On the **Properties** screen, select the group policy object which you have created and click **Edit**.
13. The **Group Policy** screen will open.
14. Double-click **Computer Configuration**.
15. Open **Software Settings, Software Installation**.
16. Right-Click **Software Installation**.
17. Select **New, Package**.
18. Enter the full UNC path to the software package network share. (eg <\\apollo\softwareapathinstall\ipath.msi>) do not use the browse function to select the folder.
19. Click **Open**.
20. Select **Assigned** and click **OK**.
21. Now open the **Administrative Templates** folder in the tree on the left hand side of the window
22. Expand **Windows Components**.
23. Open the **Windows Installer** folder.
24. Double-Click **Always install with elevated privileges**.
25. Click **Enable** and then **OK**.
26. Close **Active Directory Users and Computers**.

iPath has been configured to auto-install on users computers when they login.



# Configuration

Once iPath has been installed the iPath.configuration.dat file must be edited so as allow iPath to connect to the correct sip registrar and to contact the correct organisation.

## Configuring for connection from your office.

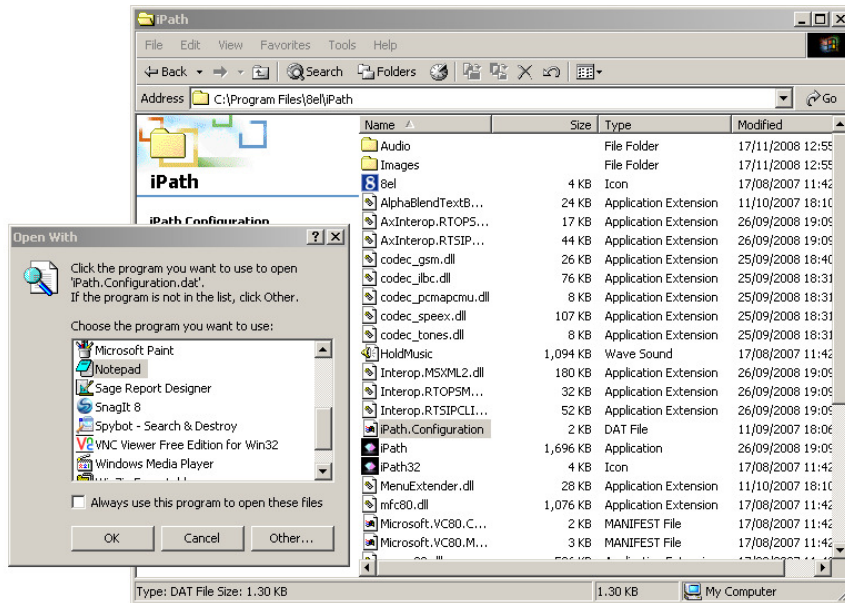
Before configuring this file you will need to know:

1. Your 8eI organisation number.
2. The SIP registrar which your organisation connects to.

8eI can provide you with this information.

To configure:

1. Browse to C:\Program Files\8eI\iPath\iPath.Configuration.dat.
2. Right-Click the *iPath.Configuration.dat* file and then click **Open With**.



3. Open the file using Notepad.
4. In the My Office profile edit the line which reads:

<PARAMETER name="Registrar Address" value="10.11.7.30"/>

To

<PARAMETER name="Registrar Address" value="your Registrar Address"/>

In the My Office profile edit the line which reads:

<PARAMETER name="Organisation ID" value="7"/>

To



```
<PARAMETER name="Organisation ID" value="your organisation ID"/>
```

5. Save the file and return to the desktop.

### Configuring for connection from Home

1. Configure your firewall to allow outgoing UDP connections on ports 5060 and 50060
2. Browse to C:\Program Files\8el\iPath\iPath.Configuration.dat.
3. Right-Click the *iPath.Configuration.dat* file and then click **Open With**.
4. Open the file using Notepad.
5. In the My Home profile edit the line which reads:

```
<PARAMETER name="Organisation ID" value="7"/>
```

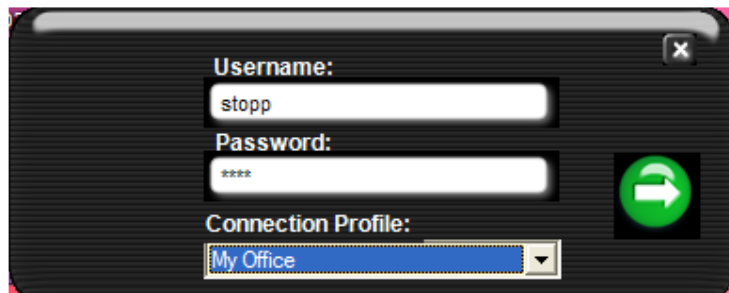
To

```
<PARAMETER name="Organisation ID" value="your organisation ID"/>
```

6. Save the file and return to the desktop.

## Logging in to iPath

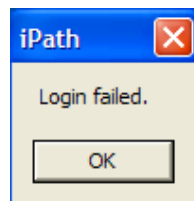
1. Double-click the iPath icon on the desktop.
2. When the login screen appears enter your username and password.



3. Select the correct **Connection Profile** from the drop-down box. If your are connecting at home select **My Home**, if you are connecting from the office select **My Office**.
4. Click the green button.
5. iPath should logon within a few seconds and the iPath interface will open.



6. If iPath does not open correctly you will see the following error message:



7. If this happens , wait for around 40 seconds and then attempt to logon again. If this still fails then contact support.

## Pairing with a phone

Ipath can operate in 2 distinct modes , which are indicated by the paired.unpaired symbol on the ipath software:

### Paired Mode



In this mode iPath directly controls your Snom Phone and can be used to dial-out manually from your PC.

Incoming and outgoing calls are not received via PC speakers or a headset, but are handled using the Snom phone.



## Unpaired Mode

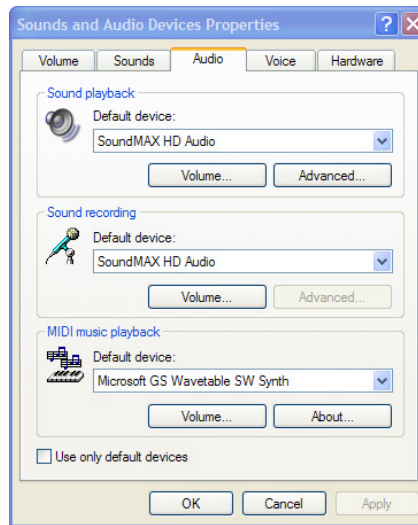


In this mode iPath works as a “soft client” allowing calls to be made directly from your PC . Calls are received through the PC’s sound card using a headset or speakers. A microphone is also required in order to speak.

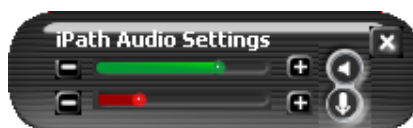
## Adjusting Sound Quality

To achieve the best sound quality, clients are advised to adjust volume levels in Windows Control Panel :

1. Click **Start,Settings,Control Panel**.
2. Double-Click **Sounds and Audio Devices**.
3. Click the **Audio** tab.



4. Make a test call using iPath.
5. Under **Sound Playback** click **Volume** to adjust the sound settings for the speakers or headset.
6. Under **Sound Recording** click **Volume** to adjust sound levels for the Microphone.
7. Click **OK** to accept these sound settings.
8. Audio settings can be further modified by using the **Audio Settings** controls on the iPath software itself.





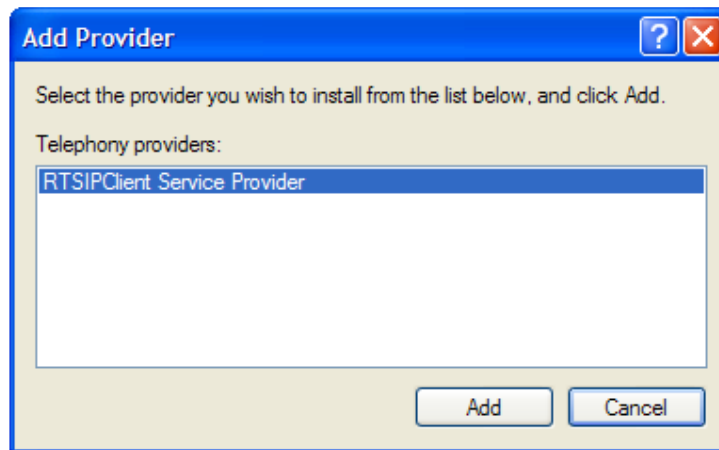
## Configuring Outlook Dialing

Click to dial from Outlook works with Outlook 2000, 2003 and 2007.

To configure click to dial you must firstly add the RTSip client telephony provider and secondly enable it in Outlook.

### Adding the RTSipClient telephony provider

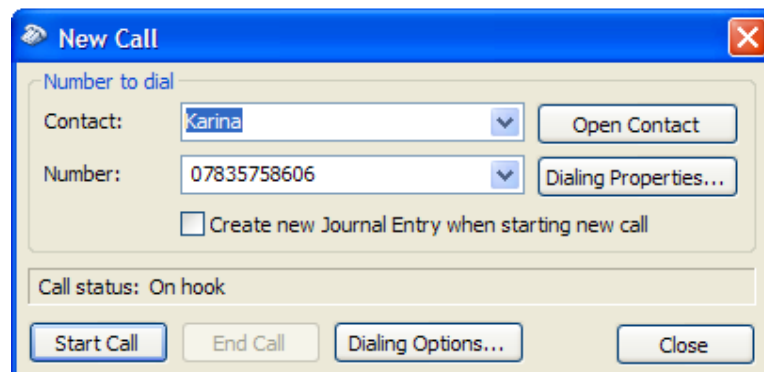
1. Insure that Outlook is not running.
2. Click **Start,Settings,Control Panel**.
3. Double-Click **Phone and Modem options**.
4. Select the **Advanced** tab.
5. Click **Add**.
6. The **RTSIPClient Service Provider** should be shown.



7. Click **Add** to add the RTSIPClient Service Provider to the list of available providers.
8. Click **OK** and close the **Control Panel** window.

### Configuring Outlook Telephony

1. Open Microsoft Outlook.
2. Click **Contacts**.
3. Right-click on a contact and then click **Call Contact**.
4. The **New Call** screen will open.

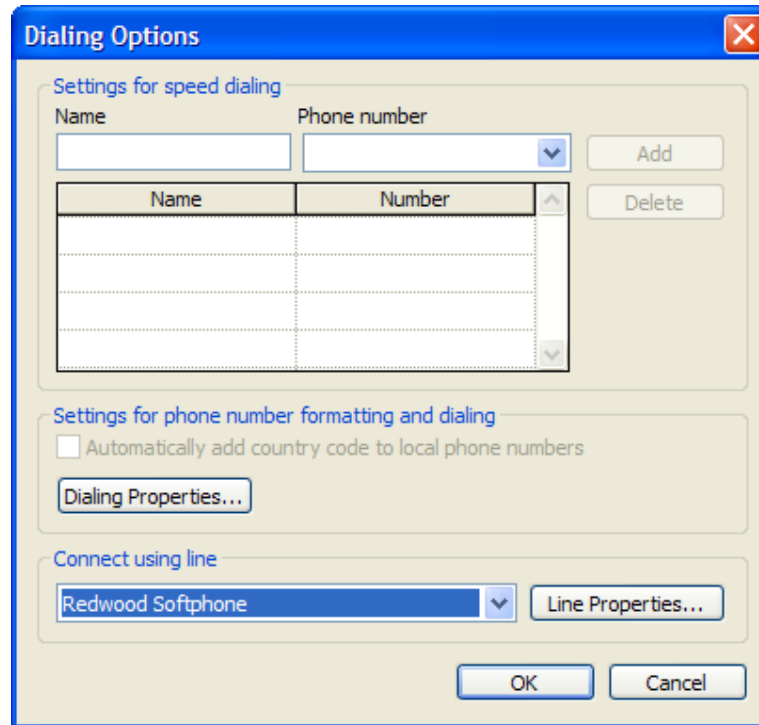




5. Click **Dialing Options**.
6. Click **Dialing Properties** and then **Edit**.
7. Insure that the prefix for outside lines for both local and long-distance calls is set to 9.

The image shows a Windows XP dialog box titled "Edit Location". It has three tabs: "General", "Area Code Rules", and "Calling Card", with "General" selected. The "Location name" field contains "My Location". Below this, there is a section for specifying the location, with "Country/region" set to "United Kingdom" and "Area code" set to "0118". A "Dialing rules" section contains four input fields: "To access an outside line for local calls, dial:" (9), "To access an outside line for long-distance calls, dial:" (9), "Use this carrier code to make long-distance calls:" (empty), and "Use this carrier code to make international calls:" (empty). There is also a checkbox for "To disable call waiting, dial:" which is unchecked. At the bottom, the "Dial using:" section has "Tone" selected with a radio button and "Pulse" unselected. The dialog box has "OK", "Cancel", and "Apply" buttons at the bottom right.

8. Click **OK** and then click **Apply** to return to the **Dialing Options** screen.
9. Select **Redwood Soft Phone** in the drop-down list under **Connect using line**.



10. Click **Line Properties**.
11. Set the **IP Port** to 8010.
12. Click **OK** twice to return to Outlook **Contacts**.
13. iPath is now configured to dial from Outlook.

## Notes

1. If you are using iPath at home you should log off your SNOM phone at work before using iPath. This is because the SNOM will attempt to receive calls in preference to iPath.
2. When dialing from Outlook, iPath should be running.
3. iPath accepts full telephone numbers with no spaces from Outlook Contacts, numbers with spaces are interpreted by Outlook telephony as two numbers. This will cause iPath to fail.